

Frequently Asked Questions: Delivering City & Guilds qualifications: Responding to regulatory changes in South Africa

Date: 3 November 2017

1. General

1.1 Can you explain the changes you are making?

There have been some external changes in the regulations within the South African education system. We have considered the changes and the impact they will have on our business in South Africa.

As a result, we have had to make some difficult decisions regarding the qualifications we will continue to deliver in the country and those which we need to close. Unfortunately, the qualification(s) your centre delivers will be closing.

1.2 Why are you making these changes?

To ensure that we can continue to deliver our qualifications in South Africa, we need to change the way in which we operate and introduce a new approach called 'dual certification'. This approach can only be implemented for a small number of our qualifications. This also means that we need to close all other qualifications to ensure that centres who are currently delivering these qualifications do not operate in a way which does not comply with legal and regulatory requirements.

1.3 How did you decide which qualifications you keep and which ones you close?

We have looked at a number of factors, including industry needs, learner participation, availability of similar national qualifications and also the demand for international certification.

1.4 What qualifications remain available for delivery in South Africa?

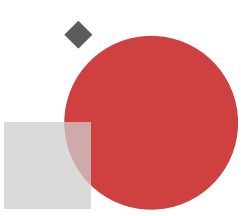
The dual certification approach will only be implemented for our hospitality and hairdressing qualifications.

1.5 Does it mean that City & Guilds qualifications in all other subjects will be closed and not offered in South Africa at all?

Yes. All City & Guilds qualifications other than hospitality and hairdressing will be closing.

1.6 Has the QCTO agreed to the approach?

Yes, the new approach has been agreed with the QCTO.



2. QCTO accreditation

2.1 My centre only delivers City & Guilds qualifications. What do I do now?

You will need to liaise with the QCTO to check which national occupational qualification your centre can deliver moving forward. Please make sure that you liaise with the QCTO as soon as possible as you will need to submit an accreditation application, for the delivery of the national qualification, by 30 November 2017.

2.2 There isn't a similar national occupational qualification for the subject area my centre delivers? What do I do now?

Please contact the QCTO so that you can discuss the individual circumstances of your centre with them.

3. New enrolments

3.1 Can I still enrol new learners on the City & Guilds qualification(s) my centre currently delivers?

Yes, you may enrol learners onto the City & Guilds qualification(s) you are approved to offer, until 31 March 2018, unless the registration for qualification is scheduled to close, by City & Guilds, before this date.

You will find the City & Guilds registration end date in Walled Garden. If the date published in Walled Garden is earlier than 31 March 2018, you can make new enrolments until the date shown in Walled Garden.

3.2 How do I know the last date for new enrolments for qualifications which are closing?

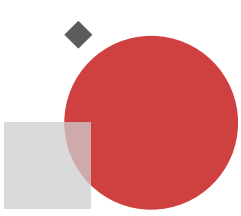
You will need to check the dates published in Walled Garden:

- If this date is before 31 March 2018, the date published in Walled Garden which will be the last enrolment date for the qualification.
- For all other qualifications, the last date for new enrolments is 31 March 2018.

3.3 The enrolment (registration) end date in Walled Garden is different from the date mentioned in the November 2017 update? Which date will apply?

You will need to check the date published in Walled Garden:

- If this date is before 31 March 2018, the date published in Walled Garden will be the last enrolment (registration) date for the qualification.
- For all other qualifications, the last date for new enrolments is 31 March 2018.



3.4 Can I enrol learners for more than one level within the same City & Guilds qualification, at the same time?

No, you cannot. Learners should only be enrolled at one level. As an approved centre, it is your responsibility to ensure that learners are enrolled on a qualification and at a level which is right for their skills, knowledge and experience.

4. Quality assurance and delivery

4.1 How long can I deliver the qualification you are closing?

You can deliver the qualifications which are closing until the certification end date. To find out this date, you will need to check Walled Garden for the certification end date:

- If this date is before 29 March 2019, the date published in Walled Garden will be the last date for certification.
- For all other qualifications, the last date for certification is 29 March 2019.

All learners need to complete their training, including all assessments and re-sits, by this date.

4.2 Can my centre implement dual certification for a closing qualification we are delivering?

No, unfortunately, you cannot. Dual certification can only be implemented if it has been authorised by City & Guilds and with the QCTO.

4.3 Is there a chance that, in the future, you will introduce dual certification for any of the qualifications you are closing?

At the moment, we are not considering introducing dual certification for any of the qualifications we are closing.

4.4 What happens to my centre approval?

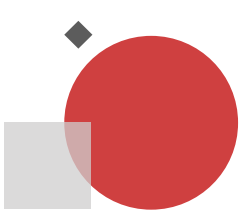
Your centre approval remains valid until the qualification(s) you are offering are available for delivery in South Africa. For questions related the approval of your centre, please contact our Quality team.

5. Certification

5.1 The certification end date in Walled Garden is different from the date mentioned in the November 2017 update? Which date will apply?

You will need to check the date published in Walled Garden:

- If this date is before 29 March 2019, the date published in Walled Garden will be the last date for certification for the qualification.
- For all other qualifications, the last date for certification is 29 March 2019.



5.2 What will City & Guilds do to ensure that learners will be certified before the certification end date?

It is the responsibility of every approved centre to ensure that learners are enrolled and have a realistic chance to complete the qualification by the dates outlined in Walled Garden or in our November 2017 centre update. It is also the centres' responsibility to ensure that learners are given sufficient time for any re-sit opportunities that may apply.

5.3 Are previously issued City & Guilds certificates still valid?

City & Guilds certificates issued in the past remain valid certificates.

5.4 Will City & Guilds certificated be recognised in South Africa?

Moving forward, learners will need to use the national certification (QCTO certification) for progression and articulation into employment or higher level studies in South Africa. The City & Guilds certificate can continue to be used outside South Africa.

5.5 Will City & Guilds qualifications continue to be recognised internationally?

City & Guilds qualifications continue to be used to enable or facilitate progression into jobs, on the job or onto the next job around the world. The recognition of individual qualifications will depend on a number of factors including, but not necessarily limited to, rules and regulations set by the relevant national and/or industry authorities.

6. Communication and Marketing

6.1 What do I say to my learners? Are you able to provide some comms support?

City & Guilds and the QCTO will issue guidelines to centres to outline how the City & Guilds certification and City & Guilds qualifications need to be promoted moving forward.

These guidelines will be issued before the end of November.

7. Further information

7.1 How do I contact if my questions are not answered here?

Please refer to the November 2017 centre update for information on how to get in touch with us.